

COURT INFORMATION SERVICES MANAGER

DEFINITION

Under administrative direction, plans, organizes and directs the information technology operations of the Court; develops and coordinates court-wide technology strategies and tactical plans; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This is an executive management level class responsible for information technology operations on a court-wide basis.

ESSENTIAL FUNCTIONS

1. Develops goals and objectives for court-wide information technology operations; plans and directs the ongoing operations; monitors and reviews the operation to identify potential problems and determine solutions; reviews and evaluates work methods and procedures; hears, responds to, and resolves staff problems and concerns.
2. Develops long and short range information technology plans and priorities for the Court, providing guidance for improvements and the implementation of new or upgraded systems; writes, review and revises policies and procedures.
3. Develops standards against which to evaluate performance and level of service; handles sensitive personnel and public contact situations; supervises, coaches, evaluates and reviews accomplishments of staff; reviews action plans for performance improvement; follows up on progress of plans for corrective action; implements authorized disciplinary action.
4. Prepares executive level reports, correspondence and presentations; interacts with judicial officers, elected officials, County executives, State court officials, criminal justice agencies, local bar associations and community groups to accomplish goals and objectives; reviews and analyzes legislation and determines impact on court programs, policies, and procedures.

5. Prepares and reviews grant proposals for various programs and projects within the Court; interfaces with other governmental agencies' personnel regarding requirements for obtaining funds and monitoring procedures.
6. Serves on committees and task forces within the Court and with local and state agencies and organizations.
7. Participates in strategic planning sessions on a court-wide basis; reviews proposed long range goals to determine the impact and applicability to the existing information technology operations.
8. Develops budget submissions for court-wide information technology services; outlines cost impact and alternatives; advocates for needed resources and adequate evaluation of staff.
9. Directs and manages special projects; researches court wide issues and problems.
10. Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Graduation from an accredited college or university with a Bachelor's degree in Information Technology or Computer Sciences or closely related field and three (3) years of experience supervising professional information technology staff designing, integrating and supporting information systems including experience with local and wide area networks, AS400 computer, Oracle database systems, Sun peripheral equipment and Microsoft NT networking or any combination of training and/or experience that could likely provide the desired knowledge and abilities. A Master's degree in Information Technology or Computer Science may substitute for one year of supervisory experience.

Knowledge of

Principles and practices of management and supervision including staff development and training; principles of budget preparation and administration; operational characteristics, automated services and activities of a court; California judicial system and the role of the Judicial Council; computer technology as applied to court operations, methods, and programs; court and courtroom procedures and processes; Civil Code, Code of Civil Procedure, Penal Code, Vehicle Code, Welfare and Institutions Code, California Rules of Court and other statutes relating to court procedures; modern office methods including use of personal computer and related software; legal terminology; statistical analysis techniques; principles of project management; current technology used for automated information storage, processing and retrieval; network communications technologies; principles and

techniques of computer programming and or systems analysis; principles of database design; capabilities of available computer hardware including the functions and operations of computers with various capacities, commercially available software, and of computer networks; general principles of office automation; variety of operating systems and related software used by the department.

Ability to

Plan, manage and coordinate multiple complex functions; assign, supervise and evaluate employees through subordinates in a court environment; work under the pressure of deadlines, conflicting demands, and emergencies; establish and maintain working relationships with all levels of court staff, elective and appointive bodies, and members of the general public; gain cooperation through discussion and persuasion; collect, interpret and evaluate narrative and statistical data pertaining to policy, fiscal, and section operation matters; analyze policies, regulations, projects, activities, and methods; select alternatives, project the consequences of proposed actions, implement administrative policies and work programs consistent with regulations and with court policies and goals; understand, interpret, and apply laws and regulations; present findings, recommendations, and policies to individuals and groups in an understandable and persuasive manner; evaluate efficiency and effectiveness of services; communicate in writing on matters related to section policies, funding, and operations; revise and adapt procedures to changing needs.

Special Requirements

A California driver's license requirement will be reviewed on a position basis in accordance with ADA regulations.

PHYSICAL CHARACTERISTICS

Strength, dexterity, coordination and vision to use a keyboard and video display terminal on a daily basis. Hearing to communicate with the public and court staff. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 25 lbs. such as files, stacks of papers, reference and other materials. Moving from place to place within an office; some reaching for items above and below desk level.

Date Est.